



Town of Oro Valley Classification Description

Title: **SENIOR TRANSIT CREW LEADER**
Job Code: 3405
FLSA Status: Non-Exempt

Department: Public Works
Salary Grade: 112

POSITION SUMMARY:

Under general supervision of Assistant Director, plans, develops, organizes and manages the Transit Services Division including supervising, monitors, and coordinating personnel, daily operation and maintenance activities of the Town's Public Transit System. Oversees, coordinates communicates the work of the crew leaders and is the point of contact for all transit related issues.

ESSENTIAL JOB FUNCTIONS:

- A. Organizes and directs daily operations of a division by performing administrative duties, overseeing programs, projects, and subordinate personnel.
- B. Acts as lead overseeing and organizing other Crew Leaders to manage functions and allocate resources of the division to achieve the strategic objectives of the department and the Town in an efficient and effective manner.
- C. Assists with implementing the department vision through division activities and leads the division for maximum employee productivity and morale through hiring, disciplining, evaluating employee performance, investigating and resolving grievances and other human resources actions.
- D. Determines weekly staffing requirements and performs manpower analysis to ensure staffing levels meet the service demand including streamlining activities in relation to dispatch and scheduling.
- E. Administers the division's scheduling software.
- F. Analyzes trends, reviews statistics and prepares monthly reports.
- G. Develops and implements a driver's training program and refresher course. May train new and/or existing transit drivers or develop a "train the trainer" environment. Performs ride checks of operator.
- H. Maintains training records of all staff.
- I. Substitutes for transit dispatch/schedulers as needed including, weekends and holidays.
- J. Ensures high customer satisfaction and resolves complaints.
- K. Conducts or oversees accident investigations and reviews.
- L. Oversees the transit fleet maintenance including scheduling of vehicle maintenance, maintaining vehicle inventory, updating databases and developing a projection for fleet replacement and expansion compliant with FTA guidelines and preventative maintenance policy.

- M. Conducts safety inspections and promotes the importance of quality control and safety compliance among individual staff members as well as division.
- N. Participates on the Loss Control Committee.
- O. Verifies collection of user revenue, processes deposits and tracks monthly revenues.
- P. Manages grants, contracts and oversees procurement of vendor related services.
- Q. Assists Assistant Director as needed.
- R. Attends meetings with management and staff to determine Division goals.
- S. Ensures that division operations conform to local, state and federal governmental regulations, other applicable rules and requirements.
- T. As requested interacts with the public and Town Council by preparing and presenting reports, data and descriptive materials communicating relevant regional transit issues facing our community and to respond as a representative of the Town.
- U. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Town and Department policies and procedures.
- Knowledge of supervision principles.
- Skill in managing transit records systems.
- Knowledge of basic public transit industry.
- Knowledge of fleet preventative maintenance and specialized passenger assistance.
- Knowledge of customer service methods and techniques.
- Computer skills specifically excel, word and access.
- Ability to use dispatch/scheduling software.
- Ability to type proficiently.
- Skill in effective verbal and written communication.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in scheduling, monitoring and evaluating projects and assignments of subordinate staff.

MINIMUM QUALIFICATIONS:

- A Bachelor's degree in Business Administration, Communications or related field.
- Five (5) years of experience in transit services, including two (2) years at a supervisory level; **OR** an equivalent combination of education and experience.
- Must possess an Arizona driver's license.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in indoor and outdoor environments.

SPECIAL REQUIREMENTS:

- This position is considered Safety Sensitive position and is subject to Drug and Alcohol testing as required by FTA CFR 49.
- This position must obtain certification for FTA Drug and Alcohol Program completion.